



National Finance Center Customer Notification

Date of Notification: August 25, 2011

Subject: NFC STARWEB Production Issue

Database/Customer(s) Affected: All STARWEB Users

Dear Customer:

The National Finance Center (NFC) is currently experiencing a STARWEB Production issue. As a result of a configuration management issue, STAR users are experiencing various error messages when trying to access their T&As. NFC is aware of the problem and is working towards a resolution.

Customers will be advised when more information becomes available. Currently, no action is required on the part of the customers.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

JKC-M5-11-108

“Tip of the Week”

The first business day after payroll processing weekend is the actual payment (settlement) date for direct deposit transactions, even though some financial institutions place funds in an employee's account early and post them as "pending" or "memo posting" transactions. By regulation, financial institutions are not obligated to post funds earlier than the actual payment date.